Types of Calls
Captioned Telephone CAs are prohibited from limiting the length of a call and are required to stay with a call for a minimum of ten minutes when answering and placing a call. Captioned Telephone transmits conversations between callers in real time. Kansas Captioned Telephone is capable of handling any type of call normally provided by telecommunications carriers, except for those types of calls and call functionality that specifically been waived for Captioned Telephone Services.

Change of Captioned Telephone CA
Kansas Captioned Telephone is in compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:
1) More than 10 minutes past scheduled break or lunch time
2) More than 10 minutes past the end of a shift
3) CA is observed having extreme difficulty processing the call
4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the Captioned Telephone user. Just prior to the change in CA a message is sent to the Captioned Telephone user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

Dialing 911 in an Emergency – Two-Line Captioned Telephone
When calling 911 in emergency situations using 2-Line Captioned Telephone, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line. The 911 center receives the caller's ANI information directly from the network in the same way as a non-Captioned Telephone call.

Dialing 911 in an Emergency – Single Line Captioned Telephone
When calling 911 in emergency situations, the single line Captioned Telephone users' call is automatically routed to the appropriate 911 center because the call was placed from the user's home line. 911 calls are **not** routed through the captioning service. This means:
- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are **not** captioned in the same manner that regular Captioned Telephone calls are because the call is not routed through the CapTel Captioning Service.

- The Captioned Telephone user speaks directly into the handset, as with any other Captioned Telephone call. The 911 call-taker will hear everything the Captioned Telephone user says. The Captioned Telephone user is not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the Captioned Telephone display screen.
- Emergency 911 Services will know the ANI of the caller and be able to locate the individual and send appropriate help, based on the location from which the Captioned Telephone call is placed.

Captioned Telephone Answer Performance

Kansas' Captioned Telephone answers 85% of calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold.

Kansas' Captioned Telephone provider ensures that adequate staffing is supplied to provider Captioned Telephone users with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons. As an experienced Captioned Telephone provider, Kansas' Captioned Telephone provider communicates with CTI frequently to project future demand so all standards can be met.

Kansas ensures that services standards relating to answer speed are met including during those times of increases or spikes in call volume. CTI tracks the number of CapTel phones distributed to users. Combing this with an average length of each call allows CTI to predict the number of Captioning Assistants that are needed. CTI provides adequate trunking capacity, CA workstations, personnel staffing, and equipment capacity to meet the current standard of 85% of all calls answered within 10 seconds on a daily basis. Abandoned calls are included in the speed of answer calculation. CTI also has reporting mechanisms and alarm systems to detect and record failures.

Kansas ensures compliance with the P.01 customary TRS industry standard for blockage. Kansas' Captioned Telephone provider commits to ensuring that no more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour.

Captioned Telephone Facilities

Captioned Telephone Services are provided from several locations. CTI's CapTel Service Relay Centers located in Madison, WI and Milwaukee, WI. Kansas' Captioned Telephone provider, Hamilton Relay, also processes Captioned Telephone calls from its own Call Centers located in Aurora, Nebraska; Baton Rouge, Louisiana; and Frostburg, Maryland.

Kansas ensures that Captioned Telephone Service is available 24 hours per day, 7 days per week, and 365 days per year. CTI has the needed redundancy in switching mechanisms and telecommunications facilities to ensure operation 24 hours a day.

Each CapTel Center is equipped with redundant systems for power. The CapTel Centers utilize a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for extended periods of

time. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which does not take the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

It is also important to ensure that equipment and technology is tested and upgraded frequently. Hamilton and CTI communicate frequently and review plans to ensure redundancy, including: replacing servers with ones that have lower power requirements, allowing for longer power if back-up power is needed; deploying new servers which allow for more robust monitoring to see any signs of trouble before it would affect call processing; and deploying all servers and core switching fear are on a SONET fiber ring at each location.

True Caller ID via Captioned Telephone

Kansas' Captioned Telephone provider offers FCC compliant Caller ID services. The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. Kansas' Captioned Telephone provider has been providing True Caller ID which passes along the 10-digit number of the person calling since August 1, 2005.

The actual identity of the Calling Party is presented to the Called Party's Caller ID box (True Caller ID). With True Caller ID, the Called Party may not know that they received a call via the Captioned Telephone service. Also if the Calling Party blocks their Caller ID, the Called Party does not receive any Caller ID information, functionally equivalent to a normal telephone call. Caller ID information of the Called Party is shown on the CapTel display screen.

Three-way Calling via Captioned Telephone

Kansas' Captioned Telephone provider offers FCC compliant Three-way calling. A standard telephone user can initiate a three-way call to a Captioned Telephone user. For example, two standard phone users are on a call. The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national Captioned Telephone voice number and give the CA the Captioned Telephone user's telephone number or dial the Captioned Telephone user direct if a 2-Line Captioned Telephone user. All three parties would then be joined and the Captioned Telephone user would receive captions on the call.

With 2-Line Captioned Telephone, the Captioned Telephone user can initiate a Three-way call in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.

Call-Waiting via Captioned Telephone
Call-waiting is supported by 2-line Captioned Telephone. When the Captioned Telephone user hears (or reads in the captions) the "beep" telling him/her a second call is coming in, the party would simply press the FLASH button on their CapTel phone. The Captioned Telephone user's second caller will be on-line, and the Captioned Telephone user will receive captions of the conversation. The Captioned Telephone user will still receive captions of their first conversation, if/when they return to the first caller by pressing the FLASH button again.

No charges will be assessed to Captioned Telephone users for these local exchange non-basic services beyond what the user pays their LEC for these services.

Speed Dialing via Captioned Telephone
Kansas' Captioned Telephone provider offers speed dialing, which is built into the CapTel phone's Dialing Directory. To use this feature, the Captioned Telephone user saves the desired phone numbers in the CapTel memory. To speed dial a number in memory, the user simply presses the button next to the "Memory Dial/Redial" arrow. A list of saved numbers and the last number dialed is then displayed. The user then presses the button next to the number they wish to dial again and Captioned Telephone dials the number automatically.

711 via Captioned Telephone
Kansas' Captioned Telephone provider has implemented a procedure for voice to Captioned Telephone that allows voice consumers to call a Captioned Telephone user by dialing 711 rather than the Captioned Telephone 800 number. Voice users can use this on a per-call basis or as an option on the Customer Profile.

Spanish Captioned Telephone
Kansas' Captioned Telephone provider offers Intrastate and Interstate Spanish Language Captioned Telephone services. Spanish Captioned Telephone hours are from 7:00 a.m. to 11:00 p.m. Central Time. To use Spanish Captioned Telephone, the user selects the Spanish option under the menu settings. Once this setting is selected, calls will automatically route to a Spanish captioning CA. Voice users will dial the Spanish toll-free access number to call a Spanish Captioned Telephone user and have the call captioned in the Spanish language.

Using Automated (Touchtone) Systems via Captioned Telephone
With Captioned Telephone, customers can easily receive and/or leave messages on answering machines or voice mail systems with automated menus.

The Captioned Telephone user can press the Captioned Telephone number buttons at any time during a call to make selections. This makes navigating automated systems easy.

The Captioned Telephone user can press a button as soon as they are ready to make a selection. The captioning service continuously transcribes what is heard regardless of what the Captioned Telephone user is saying or which buttons they press.

Some automated systems have very short response times which may disconnect the call. If this happens, the Captioned Telephone user will simply hang up and try the call again.

Leaving Messages on Answering Machines via Captioned Telephone
The Captioned Telephone user may begin leaving their message as soon as they see "BEEP" on the display screen or hear the recorded greeting end.

If no further information is received, the Captioned Telephone user may assume their message was recorded. If the answering machine is capable of confirming that a message was left, the Captioned Telephone user will see the confirmation message on the Captioned Telephone display.

Retrieving Voice Mail Messages via Captioned Telephone
The Captioned Telephone user simply calls into their voice mail/answering machine system as a remote caller, and follows the voice mail/answering machine prompts to retrieve the messages.

The Captioned Telephone user can press the number buttons at any time.

Captioning External Answering Machine Messages via Captioned Telephone
Captioned Telephone users can receive captions of voice messages left on an answering machine that is near the CapTel phone by playing the messages aloud by following these instructions:
1. With the handset hung up, press the menu button until "Caption External Answering Machine Messages" is displayed.
2. Press the button next to "OK".
3. Pick up the CapTel handset and place the handset mouth piece next to the answering machine speaker. Make sure the handset mouthpiece is close enough to "hear" the messages as they are played aloud.
4. In this mode, Captioned Telephone will automatically dial the captioning service. Watch the display to see when a connection is established.
5. Start playing the voice messages aloud on your external answering machine. Watch the CapTel display to see captions of the voice messages.
6. Save or delete voice messages directly on the answering machine. When you are finished, hang up the CapTel handset. The "Caption External answering Machine Messages" feature will go off automatically.

Captioned Telephone End User Billing
Captioned Telephone users can utilize alternate billing arrangements; for example,

collect, third number, person to person, calling card, credit card, and 900 number services.

Captioned Telephone users are not charged for use of the service. All local calls are provided free of charge to the consumer. All billing is performed by the customer's long distance carrier of choice. All billing information is routed to the customer's carrier during the outbound call setup. The carrier provides accurate billing to the customer using the same process used for regular non-Captioned Telephone calls.

All interstate calls, including out of state long distance and international calls are billed to the Interstate TRS Fund. Jurisdiction information is captured while the call is in progress and recorded in the CDR. This information is passed to the Captioned Telephone user's carrier of choice during the outbound call set-up for accurate billing to the Captioned Telephone user.

Captioned Telephone Carrier of Choice
Kansas' Captioned Telephone provider ensures that Captioned Telephone users will have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CapTel phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Kansas' Captioned Telephone provider informs Captioned Telephone users of the need to designate a long distance carrier for long distance Captioned Telephone calls and the consequences of not making such a designation through a variety of methods including customer service, newsletters, the website, etc.

If a customer needs to make long distance calls with Captioned Telephone, they must register their existing long distance service or calling plan with Captioned Telephone Customer Service to ensure that any long distance charges are billed under their current long distance provider.

If they do not register a preferred long distance provider with Captioned Telephone, any long distance captioned calls they make will be automatically billed by Kansas' TRS long distance carrier, at their long distance rate (which varies by state). There is no charge to customers for using the CapTel captioning service.

Customers can complete a Captioned Telephone Database Profile Request in order to specify their long distance carrier of choice. Customers can also designate their carrier of choice via the Captioned Telephone website or by calling Customer Service. Customers simply indicate which carrier they want to use.

Kansas' Captioned Telephone provider has the ability to accurately determine call jurisdiction information in order to ensure that callers have access to extended

community calling plans, optional calling plans and other special situations to the same extent provided by traditional relay service by delivering the call to the user's chosen IXC.

Directory Assistance via Captioned Telephone
Kansas' Captioned Telephone provider offers access to directory assistance to the same extent directory assistance is offered to Traditional TRS users. The Captioned Telephone user's carrier of choice bills for interlata and intralata directory assistance calls at their tariffed rate. All billing is performed by the customer's carrier. The call is then processed like all other Captioned Telephone calls.

(c)

> *(1) State certification period. State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section.*

The State of Kansas is currently certified to provide intrastate TRS. The State of Kansas is requesting certification beginning July 26, 2013, continuing for a five-year period.

d) Method of funding. Except as provided in §64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.

Please refer to **Tab 7 Method of Funding** for a complete description of the State of Kansas ' funding mechanism.
(e)

> *(1) Suspension or revocation of state certification. The Commission may suspend or revoke such certification if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. In a state whose program has been suspended or revoked, the Commission shall take such steps as may be necessary, consistent with this subpart, to ensure continuity of TRS. The Commission may, on its own motion, require a certified state program to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a state program may not be in compliance with the minimum standards.*

The Kansas Relay Center program has never been suspended or revoked and will continue to meet all FCC requirements necessary for certification.

(f) Notification of substantive change.

> *(1) States must notify the Commission of substantive changes in their TRS*

programs within 60 days of when they occur, and must certify that the state TRS program continues to meet Federal minimum standards after implementing the substantive change.

Kansas Relay Center understands and will notify the Commission of substantive changes in its TRS programs within 60 days of when they occur, and will certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

By this application KRSI intends that the operation of the Kansas Relay Center will continue to be in compliance with the Federal Communication Commission rules and orders regarding telecommunications relay service. If there is any technical or substantial variation discovered by the Federal Communication Commission that would cause or could cause the Kansas Relay Center to be out of compliance, KRSI agrees to take such action as may be reasonably required to bring the Kansas Relay Center into compliance.

Standard Features

Kansas Relay Center provides the following features and services, which are listed in alphabetical order to ease the use in locating specific items.

Alpha–Numeric Dialing

If a relay user gives the CA an alpha-numeric number to dial (i.e. 1-800-HAMILTO), Kansas Relay Center CAs automatically translate and dial the appropriate 10 digit number.

Answering Machine Retrieval (Single-Line)

Kansas Relay Center provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the Communication Assistant by putting the handset near the speaker of the answering machine. The technology records any messages, enabling the Communication Assistant to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the caller disconnects, the recording is automatically erased.

Should Kansas Relay Center have to redial to an answering machine, voice mail, interactive voice messaging unit or any other type of recording system, for whatever reason, Kansas Relay Center does so without billing the customer for any subsequent long distance relay calls.

ASCII Split Screen

The relay platform used by Kansas Relay Center's provider is compatible with ASCII software that makes use of "split screens." Kansas Relay Center makes use of split screens for in which the CA's typing is displayed in one window and the relay user's typing is displayed in another window on the monitor of the CA workstation.

Automated Call Routing

During peak traffic periods, the switching equipment used by Kansas Relay Center's provider automatically routes calls to a workstation located in another of their relay centers to ensure the required levels of service are always met. If one of the switching systems is down for any reason, the calls will automatically overflow to another switching system.

Automated Number Identification (ANI)

ANI is the telephone number of the originating party. Kansas Relay Center utilizes ANI technology on all of its incoming relay circuits. Kansas Relay Center provider's switching equipment recognizes this information and presents it to the CA workstation. ANI is used to determine call jurisdiction.

Automatic Connection Mode

The Automatic Connection Mode feature provides an automatic connection to the relay at the speed of the equipment used by the caller for all callers who have used Kansas Relay Center's Services at least one time before. When the first time callers reach Kansas's center, the "self-learning" database is updated with the caller's originating telephone number and the speed or call type at which the user connected to the center i.e. TTY, ASCII or Voice. After the first call, the center's equipment automatically connects at the correct speed whenever it is connected to that particular telephone number.

Average Speed of Answer

Kansas Relay Center's provider begins measuring Average Answer Time from the moment a relay call arrives at its relay switch (i.e. in the TRS center's network). As soon as Kansas Relay Center provider's equipment accepts the call from the LEC and the public switched network delivers the call to the TRS center, Kansas Relay Center starts its call detail record process to capture answer time data. Kansas Relay Center **answers** eighty-five (85%) of all relay calls within ten (10) seconds from the time the call enters the TRS system during all times of the day by any method which results in the caller's call immediately placed, not put in a queue or on hold. Abandoned calls are included in this daily answer performance calculation.

Background Noises

Background noise is anything heard by the CA during a relay call which would normally be known to a hearing person. The TTY user is continually informed of what is going on throughout the call. Kansas Relay Center puts this type of information in parentheses.

Kansas Relay Center also provides tone of voice information when it has a significant impact on the content, context or intent of the relay call.

Carrier of Choice

Kansas Relay Center's customer profile database, based on the relay users' ANI, provides automatic connection to the carrier of choice (AT&T, Sprint, MCI, etc.) for both interlata and intralata calls made by the relay user in the same manner that voice users have access to preferred carriers.

Cellular/Wireless Access

This feature allows relay users to access relay via cellular phones. Kansas Relay Center's call processing for relay cellular calls ensures that relay users will not experience billing problems. Kansas Relay Center automatically treats all wireless telephone calls that do not allow direct billing to the ANI as a local call. This prevents the wireless telephone user from having to make alternate billing arrangements.

CA Gender ID

With this feature Kansas Relay Center's macros automatically identify the CA's gender with the TTY greeting.

CA Gender Preferences

Upon request, Kansas Relay Center's Communication Assistants will switch a call to another Communication Assistant who is of the gender requested by the caller. That gender CA is retained for the user throughout the relay call. Customers can also profile their preferred gender and their call will automatically route to their preferred CA gender, if a CA of that gender is available.

CA in-call Replacement

As a matter of practice, Kansas Relay Center does not change Communication Assistants during a call. This exceeds the FCC rule that requires a CA to stay with the call for a minimum of 10 minutes or for STS calls. Even at the end of shifts, over lunch hours and other breaks, Kansas Relay Center CAs stay with a call until it is completed. Kansas Relay Center only substitutes a CA if obscenity is directed to the CA, a perceived conflict of interest exists or another major emergency exists. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA).

CA Typing Speed

All of Kansas Relay Center's Communication Assistants must type at least 60 words per minute. Kansas Relay Center subtracts all errors to calculate typing speed. This ensures not only fast typists but also ACCURATE typists. The average typing speed of Kansas Relay Center's Communication Assistants is 68.9 wpm with 98% accuracy.

Courtesy Messages

Kansas Relay Center supplies a courtesy message after three rings, to inform callers that they have reached Kansas Relay Center. This courtesy message is transmitted in TTY and voice. Kansas Relay Center's courtesy message follows: "You have reached the relay. Please hold for a CA." If the call has not been answered after 15 seconds, the message repeats as follows, "Please hold for a CA".

Customer Profile Database

Kansas Relay Center users may indicate how their calls are handled by including their calling preferences in their Customer Profile. This feature allows Kansas Relay Center to customize the relay service for each relay user. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call according to the user's preferences.

Kansas Relay Center users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call.

Customer Profile Security

Customer profiles are based on ANI or a pre-established ten digit number. This provides a very high level of security and keeps all confidentiality practices intact. The customer profile database can only be accessed internally (the database resides on site and is part of Kansas Relay Center's relay platform) and a password and PIN system is used to further secure the data. With this password, the relay user can request changes to the profile at any time.

Kansas Relay Center Customer Profile Information:

Customer Information

Profile F...	
Name	First ... ts... ...n pu...
Address	Street ...he F... ...e ZIP Information used for further contact needs (accoun... 5 minutes to... ...rvice updates, etc.) and emergency services. Kansas P...
E-mail Address	Information used ...r further contacting client.
Phone Number	Used for profile identification when placing a call, as well as follow up.
Mailing List	Allows the user to choose to be included in the State Relay or Hamilton Relay mailing lists to receive newsletters and other important information regarding Telecommunications Relay Services.

Personalized Features

Profile F... ...ose	
Profile Security	Password: Secret Word consisting of 4-10 letters and/or numbers. Choosing a Password ensures the Relay User is the only person who can make changes to their profile.
Multi-User Feature	PIN: Secret number 4 digits long. A PIN allows Relay user to have their own profile if more than one relay user living in their household.
Remote Profile Feature	PIN: Allows Relay user to access their customer profile when using the relay from any telephone or web-based computer, in any location.
Language Type	Allows User to select their preferred language. Options include English and Spanish.
Preferred Permanent Connection Mode	Call Handling Options: Allows Relay users to specify how they want their calls answered by the relay. Options include: TTY, VCO, HCO, ASCII, STS, Spanish, Telebraille and Voice.

Field Information	
Preferred CA Gender	Allows Relay users to specify the gender of the CA that the User prefers for each call.
Long Distance Company	Carrier of Choice: Allows Relay users to select their preferred long distance provider.
Translator	When the translator option is selected, the CA will translate ASL to English and English to ASL for both the TTY user and the voice user unless given other instruction.
No Abbreviations	By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.
Slow Type Buffer	Hamilton's slow type buffer will allow the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of 5 words per minute. Hamilton CAs have the ability to turn this feature on or off on a per call basis.
Spell Check Turned Off	By turning spell check off, the Relay user will see mistakes or misspelled words. Spell check is turned on automatically.
Speed Dialing	Relay users may choose up to 50 numbers they would like programmed for speed dial. When a Relay user makes a call to a number on their speed dial list, they first connect to the CA and just tell the CA, "pls call Mom".
Customizable Greetings	Allows Relay users to customize how the CAs identify relay to the person they are calling; for example, using their first name in the greeting. The profile also allows the relay user to choose to have the CA never explain relay or never identify the relay to any person called.
Restrictions	Allows the Relay user to select the types of calls to be blocked from their telephone including: long distance, 900, International, Directory assistance, toll-free and Operator assistance calls.
Background Noise	Allows the Relay user to choose whether or not to receive background noise information during their call.
Tone of Voice	Allows the Relay user to choose whether or not to receive voice descriptions.
Long Hold Times	When this feature is selected, the CA will continue to stay on hold but will not ask the Relay user repeatedly if they would like to continue the call.

Profile Field	Information Pt...
User reads slowly	DBS user reads slowly ...nce is required
CA speak slowly	Request that CA talk slowly to patience is required
STS Contacts	STS Relay users can add contact information and hours of availability at each location so that a hearing user can ask for the STS user by name and be automatically connected with them in their registered location
STS Messages	Allows STS Relay users to dictate messages. CAs can save the message in the user's profile for up to 2 hours so that the STS user doesn't have to repeat the information.
Abbreviate Auto Message	This allows the CA to abbreviate messages when typing recordings or IVRs, allowing the User to receive a summarized recorded message.
Retain Information	This allows the retention of information from one inbound call for subsequent calls.
Open Line/Mute Transmission of STS User	This allows the User to communicate with the CA privately without the voice user hearing the conversation.
Specific instructions to STS CA	- Before dialing, User prefers that the CA to asks: "Shall I tell the party who is calling?" - User prefers that CA confirm call handling preferences before dialing requested number - User prefers for callers to ask to call them by name rather than by telephone number.
Standard message to leave on answering machine	This allows users to identify caller by name, request call back, specify call back number, and provide the relay telephone number.
Notes	Allows the Relay user to provide CAs with additional information they would like included or known for every call.

Guide

Guide	Purpose
Guide for Understanding your Customer Profile	A guide is included to help the Relay user understand the purpose of each section or to better understand how to complete the profile to best meet their needs.

Transfer of Database Information

Kansas Relay Center's provider will transfer all customer profile database information to a new TRS provider at the termination of the contract. Kansas Relay Center's provider will transfer this data in a usable format within 60 days prior to its last day of service.

Remote/Multi-User Profile Feature

Kansas Relay Center's Remote/Multi-User Profile allows relay users to access their profile from any phone or web-based computer, and through any type of relay service, whether traditional relay or Internet Relay.

Kansas Relay Center users simply give their telephone number (or pre-established ten digit number) and PIN number to the CA, to permit the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. With Kansas Relay Center's Remote/Multi-User Profile, each person can establish his/her own profile. Users who travel are always able to access their profile from anywhere.

Customer Service

Kansas Relay Center recognizes the importance of responsive customer care and places a large focus on responding to the needs of our customers. Kansas Relay Center's Customer service department is very responsive to the needs of its customers and works to resolve all customer issues in a timely manner. Customer Service instructs relay users on how to place relay calls, answers questions about any changes that have been made, assists relay users with billing questions, performs equipment testing, provides a variety of referral numbers to state organizations and schedules one-on-one outreach visits for training purposes or larger outreach activities. Kansas Relay Center's Customer Service is available 24 hours a day to ensure customers have constant access to customer support. Kansas Relay Center has a separate toll-free number for Customer Service

Deaf/Blind Pacing/Slow Typing Requests/Slow Type Buffer

Kansas Relay Center's slow type buffer allows the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of 5 words per minute. Kansas Relay Center CAs have the ability to turn this feature on or off on a per call basis.

Dialed Number Verification

Kansas Relay Center verifies the number to be dialed by voicing it back to the voice user or typing it back to the TTY user (Kansas Relay Center uses a hotkey to do this so there is no CA intervention). In the same hotkey, Kansas Relay Center notifies the relay user if they are dialing a local number or toll number. The relay user will see "Dialing Toll (ATT) XXX-XXX-XXXX". Both of these features ensure that the correct number is dialed and gives the relay user an opportunity to notify the CA if the carrier information is incorrect.

Kansas Relay Center's Communication Assistants verify all pertinent information, including the number to be dialed, names, proper names, account numbers and dollar amounts.

Directory Assistance

This feature gives all relay users access to directory assistance services via the relay. Kansas Relay Center processes directory assistance requests in the same manner as any other relay requests. Upon receiving the area code from the relay user, the CA dials the correct area code plus 555-1212. When reaching the directory assistance operator, the CA identifies herself/himself and asks for the city and state the user has given while at the same time keeping the relay user informed. When the correct number has been obtained the call is handled as a regular relay call.

The relay user can pick which carrier they want to use for directory assistance. The relay user's carrier of choice will bill for directory assistance calls at their tariffed rate. With presubscription, the customer's carrier performs all billing.

Emergency Assistance

Kansas Relay Center provides emergency assistance to all relay users. The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). Hamilton accomplishes this through two mechanisms to ensure that relay users are connected to the appropriate PSAP: 1) through the use of Intrado's 9-1-1 infrastructure and 2) through the PSAP database maintained by Hamilton.

Emergency Numbers

Kansas Relay Center users can add local emergency numbers to their speed dialing list on their Customer Profile. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically dial the appropriate PSAP. Kansas Relay Center encourages all relay users to call 911 direct.

Enhanced Modems

The modems used by Kansas Relay Center's provider can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected

correctly. These modems support ASCII connections and have faster ASCII detection capability (3 seconds).

Error Corrections/Abbreviation Expansion

To increase typing speed and reduce conversation time, Kansas Relay Center utilizes an Error Correction program which automatically checks words to be transmitted against our dictionary of commonly misspelled words. If a misspelled word is found, the Spell Checking software automatically corrects the word before it is sent to the TTY users. While the software automatically corrects any typographical errors of commonly misspelled words, proper nouns are not affected.

The spelling database is continually updated with new words as needed. Kansas Relay Center users have seen the benefits as fewer typing errors are seen by the TTY user. This is one more way Kansas Relay Center continues to bring quality service to its relay customers.

Kansas Relay Center also offers a feature that allows CAs to use common abbreviations which are automatically expanded to the entire word in the transmitted text, which speeds up the transmission of the call.

Kansas Relay Center users can specifically request to not use Spell Check or to not expand abbreviations via a customer profile.

Hearing Carryover (HCO)

This feature allows people who have difficulty speaking to place and receive calls. The HCO caller hears the communication directly from their caller without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

Kansas Relay Center allows HCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of HCO call types are also available through Kansas Relay Center.

HCO-HCO

This service allows two HCO users to contact each other through the relay. Kansas Relay Center provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the other party's conversation.

HCO Permanent Branding

Kansas Relay Center provides this service through its Customer Profile. Customers can choose to be automatically connected to HCO without any CA intervention at the workstation.

HCO-TTY and TTY-HCO

This feature allows HCO users to contact TTY users (or vice versa) via the relay. The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

HCO with Privacy

Kansas Relay Center provides HCO with Privacy upon the customer's request which gives privacy for the standard telephone user talking with an HCO user. The CA is not able to hear the hearing person's conversation, which goes directly to the speech disabled HCO user. The CA then voices any conversation typed by the HCO user to the other party.

Inbound International

Kansas Relay Center provides inbound International calling in which the relay user pays to place a call from an International location to the relay center. Kansas Relay Center then places the outbound call to a destination in the United States free of charge and relays the conversation for them. Inbound International calls are billed to the Interstate TRS Fund.

Intercept Messages

Kansas Relay Center's system provides automated overflow to its other centers which in most instances eliminates the need for intercept messages. However, if the traffic cannot be rerouted for any reason such as multiple circuit failures, the callers will be notified with the appropriate type of intercept messages, which is transmitted in TTY and voice. Minutes of use attributed to accessing intercept messages are not included in the billable minutes.

Local Exchange Carrier (LEC) Calling Services

Kansas Relay Center's provider has made its relay service compatible with the network used by telephone companies to provide LEC calling services in a truly functionally equivalent manner. The relay user does not experience any additional costs except to the extent that a relay user is billed for enhanced services by the relay user's LEC (not the TRS provider) or that a three-way call results in two toll calls. Kansas Relay Center does not charge the relay user for any special calling services.

- True Caller ID (SS7)
  Kansas Relay Center's provide true Caller ID service through SS7 signaling where the actual information of the calling party (not the relay center number) appears on the Caller ID box. Kansas Relay Center provides this information on all call types and on all carriers. Kansas Relay Center passes, sends and receives calling line identification information, **including blocking information** from all users calling through the relay service.

- Caller ID (CID) Per Line (Global) Block/CID Per Call Block
  Calling line information is provisioned on the relay customer's line by the LEC.
  All forms of Caller ID Blocking (Global or per call blocking) pass through on a
  per call basis with no relay intervention. Because Kansas Relay Center's provider
  makes use of true SS7 technology, rather than ISDN, all forms of calling line
  identification information and blocking features purchased by the LEC are passed
  through with no relay intervention. Because Kansas Relay Center can pass, send
  and receive calling line identification information, a whole host of other features
  are available including:

- Call Screening (Call Rejection) (Call Block)
  Call Screening is provisioned on the relay customer's line by the LEC in order to
  prevent nuisance or unwanted calls. The relay user will simply program his/her
  phone to block all calls from his/her selected list of phone numbers. If someone
  calls through relay from one of these numbers on the list, the caller receives a pre-
  recorded announcement stating the caller is not accepting calls at this time, which
  the relay will type or voice to the originating caller. Calls from other numbers are
  not blocked.

- Call Acceptance
  Call Acceptance is provisioned on the relay customer's line by the LEC. Call
  Acceptance lets a relay user block all calls except those from his/her list of special
  phone numbers. A relay user can add, delete or change numbers on his/her list at
  any time. This feature is often used in order to prevent nuisance and solicitation
  calls. If someone calls through relay from a number not on the list, the caller
  receives a pre-recorded announcement stating the caller is not accepting calls at
  this time, which the relay will type or voice to the originating caller. Calls from
  numbers not on the list are blocked.

- Anonymous Call Rejection
  Anonymous Call Rejection is provisioned on the relay customer's line by the LEC
  in order to prevent receiving calls that are "blocked" or "private." Relay users
  who do not want to receive calls from parties who have blocked their Caller ID
  information can make use of this feature. Callers who have blocked their Caller
  ID information will receive a recording indicating that the called party is not
  accepting calls at this time which the Communication Assistant will either voice
  or type to the originating caller.

- Preferred Call Forwarding
  Preferred Call Forwarding is provisioned on the relay customer's line by the LEC.
  Relay users create a list of numbers that they wish to forward to a new telephone
  number. All other callers do not forward to the new telephone number. Relay
  users can add, delete or change numbers on their call forwarding list.

- Unique Flash
  Unique Flash is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers with their own distinctive flash (ring). If someone calls through relay that is calling from a number with a distinctive flash associated with it, the called relay party will hear or see the distinctive flash. The unique flash indicates it's one of the special callers from the individual's list.

- Call Forwarding
  Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Kansas Relay Center users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Kansas Relay Center users can add, delete or change numbers on their call forwarding list.

- Call Trace
  Because all of Kansas Relay Center's network is based on SS7 connectivity, customers who have purchased Call Trace through their LEC can make use of Call Trace through relay, which works without relay intervention.

- Last Call Return
  Because Kansas Relay Center provides true Caller ID service through SS7 signaling where the actual information of the calling party (not the relay center number) appears on the Caller ID box, the customer is able to see the telephone number of their last incoming call. To return the call, the customer simply calls relay and gives the CA the number on the Caller ID to call back. If the customer does not have Caller ID, Kansas Relay Center provides last call return within the duration of the same inbound call.

- Three-Way Calling
  If a three-way call is desired and three-way calling is available from the LEC and the customer has purchased this feature from his/her LEC, the customer can use the feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

- TRS Conference Calling
  In addition to three-way calling, Kansas Relay Center also supports conference calling. The customer requests a relayed conference call and the text based relay user gives the number to dial and any access codes required to join the conference call.

Local/Extended Area Service

The provider for Kansas Relay Center has obtained the necessary information (NPA/NXX) from all Kansas LECs to build a database to identify the difference between local, EAS and intrastate calls. This database notifies the CA if the call being placed is a local call (including areas of EAS). If it is a local call, no billing arrangements are necessary and the data is recorded to calculate session minutes only.

Machine Recording Capabilities

The recording function allows the Communication Assistant to record a voice announcement and then play back the message at a speed controlled by the Communication Assistant. The CA informs the relay user through the use of a hot key on the CA's terminal that a recording has been reached, followed by another hot key stating (CA HERE WOULD YOU LIKE COMPLETE MSG TYPED OR HOLD FOR A DEPT OR LIVE PERSON Q).

If a caller requests a department or live person, the CA types, "HLDING FOR DEPT/PERSON" and presses the appropriate option when the recording prompts.

If a caller requests listening to the complete message, the CA sends a hot key that states, "COLLECTING INFO PLS HLD" and the CA continues to collect the recording.

The message is retained for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. Keys on the keyboard are used to control the speed of the recording ensuring the message is transmitted accurately by the CA. This makes the recording function very easy for Communication Assistants to use.

Pagers

Kansas Relay Center handles relay calls that involve pagers and beepers. There is no difference in Kansas Relay Center's call processing for text initiated calls made through pagers.

Regionally Directed Toll-Free Numbers

Kansas Relay Center allows access to regionally directed toll-free numbers. Because Kansas Relay Center passes true Caller ID information, the caller's ANI will reflect a Kansas number which will result in the call being routed to the correct state or regional location.

Regionally Restricted Toll-Free Numbers

Kansas Relay Center's service allows access to restricted 800 numbers and other special prefixes.

Reverse Two-Line HCO

Two-line HCO works in the reverse when a voice user places a call to a two-line HCO user through relay. It is then called Reverse Two-line HCO.

Reverse Two-Line VCO

Two-line VCO works in the reverse when a voice user places a call to a two-line VCO user through relay. It is then called Reverse Two-line VCO.

Spanish to Spanish Relay and Spanish to English Translation

Kansas Relay Center provides Spanish Relay services.

Kansas Relay Center provides Interstate Spanish to Spanish, meeting the FCC requirement. Kansas Relay Center's provider bills all Interstate minutes to the Interstate TRS Fund.

In addition, Kansas Relay Center provides Intrastate Spanish to Spanish, Spanish to English and English to Spanish call handling.

The Kansas Spanish 800 number is associated with a separate queue for Spanish 800 calls which are directed to a separate queue so that calls flow immediately to Spanish speaking CAs. If a relay user calls another 800 number, Kansas Relay Center has the ability to transfer the call to a Spanish speaking CA. In addition, relay users can select "Spanish" as an option on Kansas Relay Center's Customer Profile. This information is presented to the CAs at the workstation for proper call processing.

CAs fluent in the Spanish language are scheduled for all shifts, 24 hours a day, seven days a week.

Kansas Relay Center processes all the same call types on its Spanish lines as it does on its English voice and TTY lines, including TTY, VCO, HCO, ASCII, STS and 900 calls.

Speech Difficulty Indicator

HCO users can indicate in the customized greeting section of their profile that they have difficulty speaking. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller has difficulty speaking. An indicator will appear in the Notes section of the CA workstation. CAs will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the caller has difficulty speaking.

Speech to Speech (STS)

Kansas Relay Center's STS service allows individuals who have difficulty speaking to use his/her own voice or a speech synthesizer when using the relay. Specially trained CAs process Speech to Speech calls. Kansas Relay Center gives STS users access to the same profile and all of the features contained within that profile which are currently available to other relay users.

Speech to Speech/Spanish

Kansas Relay Center's STS service is also available in Spanish. Relay user's can select "Spanish" and "STS" as on option on Kansas Relay Center's Customer Profile.

Speech to Speech/Voice Carry Over (VCO)

STS/VCO is designed for people who are hard of hearing or Deaf and have difficulty speaking. The relay user can make or receive phone calls through the relay through a Speech to Speech CA using his/her own voice or voice synthesizer and read everything said by the voice caller on a TTY or VCO telephone.

STS to other TRS Communication Modes

Kansas Relay Center also allows STS users to place calls to people who use a TTY or other TRS communication modes such as VCO, HCO or to another person who has difficulty speaking. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the person who has difficulty speaking.
- Two individuals who have difficulty speaking with the CA repeating both persons' words.
- A VCO user and a hearing person, with the CA repeating the words of the VCO user if the hearing person does not understand the user's speech and with the CA typing what is said by the hearing person to the VCO user.
- A TTY user and a person who has difficulty speaking without a TTY, with the CA typing the words of the person who has difficulty speaking to the TTY user.
- Hearing Carry Over with the person who has difficulty speaking typing what they would like to say and the Communication Assistant voicing it to the hearing user.
- Hearing Carry Over in combination with Speech to Speech.

Three-Way Calling

In compliance with the FCC Order released on June 17, 2003, Kansas Relay Center provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

Toll Discounts

Kansas Relay Center's Customer Service Representatives discuss carrier of choice with relay users and direct them to other telephone numbers to access more information from particular carriers. Kansas Relay Center maintains a list of participating long distance carriers and telephone numbers and helps the customer shop for the best toll discounts through relay that match their calling style.

Transfer Gate Capabilities

If a relay user calls 711 or the TTY relay access number and requests another service (such as STS, Spanish, etc.), Kansas Relay Center has the ability to transfer the call to the appropriate workstation for call processing.

TTY to TTY (Call Release)

Kansas Relay Center processes TTY to TTY calls when it is necessary to go through a voice switchboard first or if the originating TTY user is using a calling card that is accessed by calling an 800 number first. Once the CA reaches a compatible TTY user when placing a relay call, Kansas Relay Center gives the calling party the option to communicate independently of the relay function. If the calling party agrees to do so, the CA will drop out of the call. If the call is a long distance call, the call will be billed as a normal relay call (i.e. the relay user's carrier of choice).

Kansas Relay Center provides a true call release function to satisfy the FCC requirement which removes the workstation from the call.

TTY to TTY (Call Release)

Kansas Relay Center processes TTY to TTY calls for Relay users, in which the CA remains on the line until both parties have disconnected.

Turbo Code

Kansas Relay Center provides Turbo Code which is a proprietary alternate protocol developed by Ultratec. This protocol is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code also allows for "interrupt" capability while one party is still typing. The modems used by Kansas Relay Center auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, Kansas Relay Center automatically connects in "Turbo Code" to the relay user. Kansas Relay Center users are able to automatically connect "Turbo Code" on every relay call type.

Kansas Relay Center has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed, including Turbo Code, of the equipment used by the caller for any caller who has used Kansas's Relay Services at least one time before. Our switch has a "self-learning" database which is updated the first time callers reach our center with their originating telephone number and the speed at which they connected to our center.

Two-Line HCO

To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Two-Line HCO/Speech to Speech

This option works the same as a 2-Line HCO call but is processed by a specially trained STS CA. The 2-Line/STS user can choose between voicing their own conversation or having the CA voice the conversation for them. If the HCO user chooses to voice his/her conversation and becomes tired or is having difficulty being understood, he/she can type his/her part of the conversation and call on the CA to "re-voice" as needed. The HCO user can switch between voice and typing at any time during the call.

Two-Line VCO

Two-line VCO capability allows a VCO user to have a more interactive conversation. By using two telephone lines the caller, if they have some hearing available, can listen to their conversation on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation.

To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Voice Carryover (VCO)

Voice Carryover (VCO) provides people who can communicate with their voice but have difficulty hearing, the ability to place or receive calls. The VCO caller speaks his or her own message directly to the caller without such transmission being processed by the CA. The CA then types any conversation spoken to the VCO user so it can be read on the TTY. Kansas Relay Center allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and Kansas Relay Center connects the call. Voice users do not hear tones during a VCO call.

Kansas Relay Center allows VCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of VCO call types are also available through Kansas Relay Center.

VCO-HCO and HCO-VCO

Kansas Relay Center provides this service to VCO and HCO users who call another HCO or VCO user through the relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

VCO Permanent Branding

Kansas Relay Center provides this service through its customer profile. Customers who always want to connect VCO are automatically connected to VCO without any CA intervention at the workstation.